

Overview of Monthly Activity

The Bureau received 170 (92 were received electronically) complaints during the month of May 2017.

158 (82 electronic) complaints were closed

1 required more information to proceed with an investigation

6 were closed due to lack of Bureau jurisdiction

45 were dismissed for no violation

16 were referred back to the DOC

90 complaints were investigated

9 assist were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

13 (11 electronic) complaints were substantiated (see below)

77 were unsubstantiated due to no violation of policy and/or procedure existing

39 complaints remain open (39 from May)

The Bureau also corresponded with another 156 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Correctional Industrial Facility**

Complaint Type	Medical Care (medication)
Complaint Summary	Offender complains that he was suddenly discontinued from his medication after being on it for over ten years.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HSA (“Healthcare Services Administrator”) at the facility. The offender was inadvertently taken off all of his medication when his Neurontin levels tested low.

Outcome The offender received the medication.

Follow-up No follow-up necessary, as the offender has received the medication.

2. Miami Correctional Facility

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that he has not received his time cut after being completing the program almost thirty days prior to contacting the Bureau. He will immediately be eligible for the Community Transition Program when it is applied.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted the Classification Supervisor at the facility.

Outcome The record was submitted to Central Office and the time cut was applied.

Follow-up No follow-up is necessary, as the offender has been released.

3. Miami Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that he has not received his medication.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted DON (“Director of Nursing”) at the facility.

Outcome The offender received the medication.

Follow-up No follow-up is necessary, as the offender’s issue is resolved.

4. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that his medication has run out.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the DON at the facility.
Outcome	The offender had gone three days without his medication. It was ordered and given to him the same day.
Follow-up	No follow-up necessary, as the offender has received the medication needed.

5. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that his medication has run out.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Melinda Titus, Wexford Regional Manager who is at the facility.
Outcome	The offender received the medication.
Follow-up	No follow-up necessary, as the offender has received the medication needed.

6. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he is not receiving his therapeutic diet or medications.
Basis for Claim	HCSD 2.17 Medication Management

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the DON at the facility.
Outcome	The FERs (“Formulary Exception Requests”) were submitted and approved.
Follow-up	No follow up is necessary, as the issue has been resolved.

7. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he is not receiving his medication.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Nurse Mullins at the facility.
Outcome	The offender was located in the infirmary and moved to MH. His medications have not been able to be located. New medications were ordered.
Follow-up	No follow up necessary, as the offender received the medication.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he sprained his ankle and was seen by the provider, however, never received any of the items that the provider suggested.
Basis for Claim	01-07-101 The Development and Delivery of Programs, Re-entry, and Adult Case Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome	The offender received the medication and the other items prescribed.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

9. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is in need of medical care for a large mass on his head.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Administrator at the facility.
Outcome	The offender was seen, but the provider referral was not completed.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

10. Westville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he has not received his time cut and when he does his release date will be within days.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Elizabeth Cummins, Team Lead Sentencing, Computation and Release.
Outcome	The offender received the time cut.
Follow-up	No follow-up necessary, as the offender has been released.

11. Westville Correctional Facility

Complaint Type	Classification (Time Cut)
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Complaint Summary	The offender complains that he had completed the DOL Program over two months ago, but had not been classified as completed or received the time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted the Classification Supervisor at Westville Correctional Facility.
Outcome	The offender received the time cut.
Follow-up	No follow up is necessary, the offender has received the time cut.

12. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that his shoes were taken during intake and the state issued boots do not fit him properly due to having a foot deformity.
Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.
Outcome	The offender was allowed to have a family member send a pair to the facility that meets color specifications.
Follow-up	No follow-up necessary, as the issue has been resolved.

13. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is overdue to have his blood tested due to having Hepatitis C.
Basis for Claim	HCSD 3.09 Hepatitis C Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The offender had not been tested for over six months due to an order being placed, but not executed and no follow up occurred.

Outcome The offender's levels were checked and the offender was further evaluated.

Follow-up No follow-up necessary, as the offender has received the needed care.

Assists

1. Branchville Correctional Facility

Complaint Type Classification (Other than Disciplinary)

Complaint Summary The offender complains that he had a warrant cleared that is still showing in OIS and it is affecting his placement.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted the Release Coordinator at the facility.

Outcome The information was sent and the warrant was removed.

Follow-up No follow-up necessary, as the issue has been resolved.

2. Branchville Correctional Facility

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that he has not received his time cut and it is holding up his release.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted the Administrative Assistant at the facility.

Outcome The offender's time cut was submitted.

Follow-up No follow-up necessary, as the issue has been resolved.

3. Branchville Correctional Facility

Complaint Type Personal Property

Complaint Summary The offender complains that his mattress is in terrible condition with giant holes and tears.

Basis for Claim	02-01-104 Offender Grooming, Clothing & Personal Hygiene
Investigative Summary	The Bureau contacted the Administrative Assistant at the facility.
Outcome	The offender was issued a new mattress.
Follow-up	No follow-up necessary, as the issue has been resolved.

4. Indiana State Prison

Complaint Type	Grievance
Complaint Summary	The offender complains that he has not received a grievance response, but was told he should have had a response over a month ago.
Basis for Claim	00-02-301 Offender Grievance Process
Investigative Summary	The Bureau contacted the Administrative Assistant at the facility.
Outcome	The offender received the grievance response.
Follow-up	No follow-up necessary, as the issue has been resolved.

5. Indianapolis Women's Prison

Complaint Type	Medical Care
Complaint Summary	The offender complains that she has had hives for over four months, but medical just keeps telling her to use Prednisone and hydrocortisone even those these are not providing relief.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.
Outcome	The offender was provided further care.
Follow-up	No follow-up necessary, as the issue has been resolved.

6. Madison Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that she was charged \$20 to be seen by medical for poison ivy which she contracted while on a work crew.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-payment Procedures
Investigative Summary	The Bureau contacted the Monica Gipson, Healthcare Services Director in Central Office.
Outcome	The offender was reimbursed the funds.
Follow-up	No follow-up necessary, as the issue has been resolved.

7. Miami Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he completed his DOL hours and was told three weeks ago that the time cut had been submitted, but had not heard anything. He will be an immediate release once he receives the time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted the Administrative Assistant at the facility.
Outcome	The offender's time cut was approved and he was released.
Follow-up	No follow-up necessary, as the issue has been resolved.

8. New Castle Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he has been dealing with an issue since January, but says that he has not been able to be seen.
Basis for Claim	HCSD 4.03 Adult Mental Health Services

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing.
Outcome	The offender received further mental health services.
Follow-up	No follow-up necessary, as the issue has been resolved.

9. Westville Correctional Facility

Complaint Type	Personal Property
Complaint Summary	The offender complains that staff lost all of his bedding and property.
Basis for Claim	02-01-1014 Offender Personal Property
Investigative Summary	The Bureau contacted the Administrative Assistant at the facility.
Outcome	The offender's items were replaced.
Follow-up	No follow-up necessary, as the issue has been resolved.

Follow-up from Previous Months

As of April 1, 2017, a new healthcare provider took over medical services for the IDOC. While we will list here the issues that we were previously tracking for informational purposes, we realize that the new provider will need time to be able to improve these matters. Considering this report was generated within the first 60 days of the new vendor taking over, we are optimistic that the new vendor will make the improvements necessary to ensure that these issues are properly addressed.

New Castle Correctional Facility – Medical Care (medication)

Synopsis: The Bureau has been following this issue with the facility since last July. A complete overhaul of medication administration services needs to be put into place. While the healthcare personnel has attempted some changes, medication errors are still occurring. The Bureau will continue to track this issue until the errors subside.